RYOBI®

TECHTRONIC INDUSTRIES AUSTRALIA PTY LTD AND TECHTRONIC INDUSTRIES N.Z. LIMITED

WARRANTY TERMS AND CONDITIONS FOR RYOBI PRODUCTS AND ACCESSORIES

Techtronic Industries Australia Pty Ltd (ABN 98 002 277 509) and Techtronic Industries N.Z. Limited (NZBN 9429039761347) provide the following manufacturer's replacement warranty in relation to any Ryobi product (and any accessory supplied with it) that has been purchased in Australia or New Zealand (**Product**) when the Product is determined by Techtronic Industries Australia Pty Ltd or Techtronic Industries N.Z. Limited to have a defect in its material or workmanship.

The warranty period set out in these terms and conditions commences from the date of the sale of the Product by Bunnings (authorised Ryobi retailer) or via Ryobi (Australia) and Ryobi (New Zealand) to the consumer. To claim under this warranty, the date of purchase of the Product must be evidenced by an invoice/receipt. The warranty schedule is listed within section 9 of this document.

Ryobi Products are intended for DIY (Do It Yourself) use only. This Ryobi replacement product warranty is only applicable to purchases from Bunnings or via Ryobi (Australia) and Ryobi (New Zealand). This warranty will not apply to Ryobi products that are purchased from Amazon, eBay, second hand and other non-authorised retailers. This Ryobi product warranty does not apply to any parallel imported product and does not apply to any Ryobi products that are not purchased from an authorised Ryobi retailer.

1. THIS REPLACEMENT WARRANTY + THE NO COST EXTENDED WARRANTY:

The benefits provided to the consumer in this warranty are in addition to other rights and remedies of a consumer under the *Australian Competition and Consumer Act 2010, the New Zealand Consumer Guarantees Act 1993* and any other laws in relation to the Products to which this warranty relates.

This replacement warranty:

(a) covers the Product against faulty materials or workmanship; and

(b) covers the replacement of a Product, or if unavailable a refund of the price of the Product.

Important information:

- We do not have any repair facilities and cannot repair any Products.
- All Products have a standard warranty period, however a consumer must register online to obtain the benefit of the extended warranty, at no cost. There is no cost to the consumer for this extended warranty. Consumers do not have to register any Products to obtain the standard warranty period.
- This Ryobi product warranty and the warranty term does not start again if a replacement product is provided, it continues from the original date of purchase.
- A consumer may extend the warranty period, at no cost, for certain Products as set out in these terms and conditions, from the date of purchase. To obtain the extended warranty at no cost, the registration process must be completed within 30 days from the date of purchase.
- Accessories and consumables including generators, corded compressors, angle grinder discs and flanges, air tools and spark plug tools, chucks, collets, fixtec systems, chainsaw and pole pruner chains and blades, bars, line trimming heads and bump knobs, spark plugs, drill bits, saw blades, edger blades and shredder blades, dust bags and vacuum fitters, brushes, O-rings, seals, bearings, allen keys, sanding paper, mower and hedge trimmer blades, **are excluded from extended warranty periods.**
- Failure to register the Product online and/or failure to submit a valid Bunnings invoice/receipt will void your eligibility for the warranty extension.
- This extended warranty, at no additional cost, which is in addition to your rights at law, is not transferrable.
- Please ensure **ALL** information submitted/uploaded is correct.
- Extended warranty, at no cost, is **ONLY** available via online registration, offline (mailing in of warranty registration) will not be accepted.
- This Ryobi product warranty and the Ryobi extended product warranty is only applicable to purchases from Bunnings or via Ryobi (Australia) and Ryobi (New Zealand).

2. TO REGISTER, AT NO COST, FOR THE EXTENDED WARRANTY PLEASE FOLLOW THESE STEPS:

(a) The first step is to create a Customer Account at ryobi.com.au/register for Australia or ryobi.co.nz/register for New Zealand.

(b) After you have created your account we will send you an email to confirm and validate your email address.

(c) Once your account is validated log into your account and register your Product.

3. THE BENEFITS OF PRODUCT REGISTRATION:

(a) **Warranty Claims** - In the event that a Product may be faulty, Techtronic Industries Australia Pty Ltd or Techtronic Industries N.Z. Limited, can better facilitate consumer claims.

(b) **Extended Warranty Program: At No Cost** - If a consumer registers a Product within 30 days of purchase a consumer is eligible to extend* the standard warranty, at no cost, upon purchase verification.
**Exclusions apply (see below)*

(c) **Your Safety + Product Notifications** - This allows Techtronic Industries Australia Pty Ltd or Techtronic Industries N.Z. Limited to contact consumers with important Product notifications, including safety information relevant to your Product.

(d) **Confirmation of Ownership** - This will provide consumers with a record in case of Product loss, fire, theft, or for insurance claims.

(e) **Improved Product Development** - This will help Techtronic Industries Australia Pty Ltd or Techtronic Industries N.Z Limited continue to improve and design Products that meet consumer needs.

4. CONSUMER GUARANTEE:

For Products sold in Australia, this warranty is subject to the *Competition and Consumer Act 2010*. For Products sold in New Zealand, this warranty is subject to the *Consumer Guarantees Act 1993*.

Our goods come with guarantees that cannot be excluded under the Australian Consumer Law and the consumer laws in New Zealand.

You are entitled to a replacement or refund for a major failure and compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure.

5. HAZARDOUS MATERIAL:

Customers are responsible for the care and cleaning of their Product.

Products that are not clean and contain or have come into contact with a hazardous substance (in our opinion) cannot be returned to us and will not be accepted or will be returned to the Customer.

A Product that has come into contact with a hazardous substance is an Occupational/Work Health and Safety risk.

Any Product being sent to us must be cleaned to a safe and satisfactory level. Where a Product contains an unknown particulate/s (such as Asbestos, Silica Dust and other similar hazardous material) you must provide evidence showing the Product has been professionally cleaned.

Techtronic Industries Australia Pty Ltd and Techtronic Industries N.Z Limited reserve the right to refuse the return of any Product which has been exposed to a hazardous substance (in our opinion) such as asbestos.

6. *THIS REPLACEMENT WARRANTY WILL NOT APPLY IF:

(a) the Product fault, failure or damage is caused as a direct result of any repairs to the Product made or attempted by a service provider;

(b) the Product is subject to excessive wear and tear. Parts including, but not limited to carbon brushes, bearings, seals and O rings must be regularly inspected so that the wear and tear on such parts do not lead to failure of the product. For optimum performance, the product should be inspected regularly;

(c) the Product has not been used or maintained in accordance with the manufacturer's instructions as provided with the Product;

(d) the consumer uses the Product in an abnormal manner for example if the Product is abused, misused, dropped, crushed, impacted with any hard surface, exposed to extreme heat (including fire) or cold, not maintained properly or used after partial failure;

(e) damage to the Product is caused by sand, water damage, rust corrosion, fire, vermin and/or insect infestation, power outages or surges, or inadequate or improper voltage or current;

(f) the Product has been modified, incorrectly adjusted or operated, subjected to incorrect electrical supply or inconsistent electrical supply or used with inappropriate accessories;

(g) the Product is tampered with any way or if the damage has been caused by an extraordinary event or circumstance beyond the control of the consumer or Techtronic Industries Australia Pty Ltd or Techtronic Industries N.Z Limited;

(h) the Product's serial number, as applied by the manufacturer, has been altered or removed from the Product; or

(i) the Product is purchased from a retailer that is not authorised to sell Ryobi products or the Product is purchased outside of Australia or New Zealand.

7. EXCLUSION OF IMPLIED WARRANTIES:

To the full extent permitted by law, all warranties, conditions and other terms express or implied by statute, custom or common law are excluded. Nothing contained in these terms and conditions excludes or restricts any consumer guarantee, warranty, condition, right or remedy under any statute (including the *Australian Competition and Consumer Act 2010* and the *New Zealand Consumer Guarantees Act 1993*) which cannot be excluded, provided that, to the extent that the statute permits Techtronic Industries Australia Pty Ltd and Techtronic Industries N.Z. Limited are entitled to limit its liability for a breach of a guarantee, condition or a warranty implied by that statute.

8. UNDER THIS REPLACEMENT WARRANTY:

(a) The Products covered by this warranty will be replaced, during normal business hours at Bunnings or via Ryobi (Australia) and Ryobi (New Zealand).

(b) The consumer is responsible for freight costs and insurance costs if the Product has to be returned to Bunnings, Techtronic Industries Australia Pty Ltd, or Techtronic Industries N.Z. Limited unless the cost of returning, removing or transporting the Product is significant.

9. TO MAKE A CLAIM UNDER THIS REPLACEMENT WARRANTY:

(a) A consumer may present the sales docket receipt and Product to Bunnings, Techtronic Industries Australia Pty Ltd, or, Techtronic Industries N.Z. Limited.

(b) For assistance in Australia the consumer should refer to the Ryobi web site or contact the Australian Customer Support line on 1300 MY RYOBI (1300 697 9624) to obtain further information.

(c) For assistance in New Zealand the consumer should contact the New Zealand Hotline Application on 0508 MY RYOBI (0508 697 9624) to obtain further information.

(d) We may also require further information from you, such as your contact details which can include the following:

- phone number;
- address;
- email address.

This Ryobi replacement product warranty and the Ryobi extended product warranty is only applicable to purchases from Bunnings or via Ryobi (Australia) and Ryobi (New Zealand). Techtronic Industries Australia Pty Ltd and Techtronic Industries N.Z. Limited will honour all warranty claims that are submitted by a consumer in accordance with these terms and conditions.

SCHEDULE TO WARRANTY TERMS AND CONDITIONS FOR RYOBI PRODUCTS AND ACCESSORIES

The schedule outlining the warranty period is set out below and is applicable as of the 1st of January 2019 for all purchases from Bunnings Warehouse:

Product type	Warranty period	Extended Warranty period	Product type	Warranty period	Extended Warranty period
Corded power tools	4 years	not applicable	Hand Tools, Workbenches & Storage	1 year	not applicable
Engine powered products	2 years	not applicable	Mitre Saw Stands	2 years	not applicable
Digital Measuring Tools	2 years	not applicable	Cordless NiCd & NiMH power tools, excluding batteries and chargers	4 years	2 years
NiCd & NiMH batteries and chargers	3 years	not applicable	Cordless lithium-ion power tools, excluding batteries and chargers, and tools with in-built batteries	4 years	2 years
Lithium-ion batteries and chargers	3 years	not applicable	Cordless lithium-ion power tools with in-built batteries	3 years	not applicable
Pneumatic tools	2 years	not applicable			
Compressors	2 years	not applicable			
Generators	2 years	not applicable			

The following accessories and consumables have a 3-month warranty period:

- Power tool accessories and attachments
- angle grinder discs & flanges
- spark plugs
- drill bits
- dust bags & vacuum fitters
- chucks
- bars
- mower & hedge trimmer blades
- brushes
- O-rings, seals & bearings
- allen keys
- sanding paper
- spark plug tools
- collets
- fixtec systems
- chainsaw & pole pruner chains & blades
- line trimming heads & bump knobs
- saw blades, edger blades & shredder blades
- bags provided with power tool kits

WARRANTY REGISTRATION FORM

THIS WARRANTY SHOULD BE RETAINED BY THE CUSTOMER AT ALL TIMES

For your record and to assist in establishing date of purchase (necessary for in-guarantee service) please keep your purchase docket and this form completed with the following particulars:

Purchased from

Address of dealer

Purchase date **Model number** **Serial number**

PRESENT THIS FORM WITH YOUR PURCHASE DOCKET WHEN WARRANTY SERVICE IS REQUIRED.

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